

# ND BUSINESS EDUCATION FRAMEWORKS

## Business Technology and Procedures

Course Code	Course Name/Description	Grade Levels	Accreditation Time/Credit Options
14079	<b>Business Technology &amp; Procedures</b> - This class is designed to address the critical concern for productivity throughout the workforce which imposes on all workers the need to handle information management, problem-solving, and communication tasks both effectively and efficiently. This class provides practical office simulations including: information processing systems and procedures, job search skills, preparing business presentations, and other activities.	11-12	½ or 1 credit
Topic	Standards		
<ul style="list-style-type: none"> <li>Office Environment</li> </ul>	<p>8.1.1.17 Describe how information technology has changed the breadth and level of worker responsibilities</p> <p>8.1.1.19 Describe how information technology has changed the manner in which training is offered and implemented</p> <p>8.1.1.20 Identify and evaluate how information technology developments changes the way humans do their work</p> <p>3.3.1.11 Describe appropriate time management techniques and their application in the workplace</p>		
<ul style="list-style-type: none"> <li>Decision-Making/Group</li> </ul>	3.3.2.12 Describe how the workplace environment influences behavior		

Dynamics	<p>3.3.2.13 Demonstrate appropriate interpersonal skills for working with and for others</p> <p>3.3.2.16 Identify techniques for maintaining healthy self-esteem and for maintaining and projecting a positive attitude</p> <p>3.3.2.17 Explain the importance of maintaining professionalism and confidentiality in work relationships</p> <p>3.3.3.12 Demonstrate how behavior influences the actions of coworkers</p> <p>3.3.3.13 Describe techniques for eliminating gender bias and stereotyping</p> <p>3.3.3.14 Formulate strategies for working effectively with coworkers of varying age groups, cultures, sexual orientation, and mental and physical abilities</p> <p>3.3.3.15 Describe how tasks and the workplace environment can be structured to accommodate the diverse needs of workers</p> <p>3.3.4.4 Demonstrate effective interpersonal skills in a work relationship</p> <p>3.3.4.5 Develop effective oral communication skills that include listening, active listening, and nonverbal skills</p> <p>3.3.4.6 Demonstrate techniques for responding to and working with individuals under stress</p> <p>3.3.4.7 Develop skills to give and receive constructive criticism</p> <p>3.3.4.9 Demonstrate correct grammar, spelling, and technical writing skills</p> <p>4.2.2.13 Explain the purpose of authority</p> <p>4.2.2.14 Differentiate among passive, assertive, and aggressive behaviors</p> <p>4.2.2.16 Demonstrate appropriate responses to passive, assertive, and aggressive behaviors</p> <p>4.2.2.17 Explain the value and impact of interpersonal relationships in the business environment</p>
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	<p>4.2.2.18 Practice conflict resolution in academic, social, and business environments</p> <p>4.2.2.19 Discuss the negative impact of different types of discrimination</p> <p>4.2.2.20 Apply the principles of group dynamics in structured activities</p> <p>4.2.2.21 Explain the importance of following chains of command</p> <p>4.5.2.2 Define and discuss office politics</p> <p>4.5.2.3 Discuss the role that courtesy and gratitude to colleagues play in a business</p> <p>4.5.2.4 Discuss sexual harassment and its implications in the workplace</p> <p>4.5.2.5 Discuss the positive and negative aspects of the “grapevine”</p> <p>4.5.2.6 Discuss the ramifications of social behavior on professional image</p> <p>4.5.2.7 Participate in group discussion for problem resolutions</p> <p>4.5.4.3 Demonstrate mutual respect through role-playing</p> <p>4.5.4.4 Supervise a group activity promoting team-building concepts</p> <p>4.5.4.5 Use delegation techniques</p> <p>4.5.4.6 Discuss supervision as a process for reaching goals through the use of human resources, technology, and material resources</p> <p>4.5.5.7 Discuss common types of unethical behavior in the workplace</p> <p>4.5.5.9 Discuss the importance of taking responsibility for all oral and written communication and actions taken</p>
<ul style="list-style-type: none"> <li>Professional Etiquette</li> </ul>	<p>4.2.1.11 Demonstrate appropriate manners and etiquette when interacting with diverse people (age and cultural)</p>

	<p>4.2.1.12 Make simple introductions in a variety of situations</p> <p>4.2.1.18 Exhibit professional and ethical behavior in the work environment</p> <p>4.2.1.20 Discuss the impact of time management practices on one's personal and professional image</p> <p>4.2.1.34 Differentiate between types of business attire (casual, business casual, professional business, and formal attire) and select the appropriate attire for specific situations</p> <p>4.2.1.37 Demonstrate proper grooming and a positive attitude in the business environment</p>
• Telephone Skills	<p>4.3.1.6 Use the phone to gather personal and consumer information</p> <p>4.3.1.7 Demonstrate appropriate phone and email etiquette</p>
• Meeting Preparation	<p>4.1.1.17 Organize and lead discussions</p> <p>4.1.1.18 Preside at meetings</p> <p>4.5.3.10 Demonstrate proper parliamentary procedure</p> <p>4.2.1.27 Apply team skills in a business environment</p> <p>4.2.1.28 Use leadership abilities in a business setting</p>
• Financial Reports Preparation	<p>8.4.2.11 Apply formatting functions including styles and intermediate formulas</p> <p>8.4.2.12 Design and enter formulas that permit users to ask "what if" questions to analyze spreadsheet data</p> <p>8.4.2.13 Test spreadsheet formulas and design for accuracy</p> <p>8.4.2.14 Create, customize, and format charts and graphs</p> <p>8.4.3.8 Demonstrate ability to apply functions such as query, sorting, navigating, and retrieval of data</p> <p>8.4.3.9 Demonstrate ability to plan, create, and modify forms and reports</p>
• Business	<p>3.3.5.8 Determine the appropriate mode of communication for various workplace communications</p>

Presentations	<p>3.3.5.9 Explain how feedback can be incorporated to make changes and improve performance</p> <p>4.1.1.26 Deliver impromptu and planned speeches with confidence</p> <p>4.1.1.27 Demonstrate ability to speak persuasively for a specific cause</p> <p>4.1.1.28 Present findings of capstone projects in a formal presentation using appropriate graphics, media, and support materials</p> <p>8.4.4.5 Explain the purposes, functions, and common features of presentation and multimedia software</p> <p>8.4.4.6 Identify principles and techniques of presentation and multimedia design and delivery</p>
<ul style="list-style-type: none"> <li>Job Search Skills</li> </ul>	<p>3.5.2.8 Develop a career portfolio of items including resumes, sample cover letters, letters of recommendation, examples of work and technical skills, awards, and documentation of extracurricular activities and community service activities</p> <p>3.5.2.11 Develop a list of career network contacts</p> <p>4.4.1.9 Write a formal application message, resume, and follow-up message for a job opportunity</p> <p>4.4.1.12 Participate in and analyze mock interviews, emphasizing critical times at the beginning and the end of an interview</p> <p>4.4.1.13 Prepare responses to commonly asked interview questions</p> <p>4.4.1.14 Discuss and demonstrate the importance of appropriate dress in an interview situation</p> <p>4.4.1.15 Prepare a list of questions to ask an interviewer</p> <p>4.4.1.16 Discuss the significance of nonverbal communication in the interviewing process</p> <p>4.4.1.17 Complete job application forms</p> <p>4.4.1.19 List and discuss qualities that employers expect in potential employees</p>

	<p>4.4.1.20 Use correct strategies for accepting or rejecting a job offer</p> <p>10.6.5.3 Identify compensation plans, benefit packages, and incentive programs available to employees</p> <p>3.5.3.7 Develop criteria for selecting prospective employers</p> <p>3.5.3.8 Identify steps to prepare for an interview</p> <p>3.5.3.9 Demonstrate the ability to describe personal skills to interviewer</p> <p>3.5.3.10 Demonstrate appropriate interviewing techniques through participation in mock or actual interviews</p> <p>3.5.3.11 Explain the importance of appropriate interview follow-up techniques</p> <p>3.5.3.14 Identify appropriate factors for evaluating job offers and deciding whether to accept or reject them</p>
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